

STATE OF WASHINGTON
ADMINISTRATIVE OFFICE OF THE COURTS
1206 Quince Street SE
Post Office Box 41170
Olympia, Washington 98504-1170

REQUEST FOR QUOTATIONS

ACQ – 2016-0418-RFQQ

Disaster Recovery Hot Site

1 PURPOSE

The Administrative Office of the Courts (AOC) is initiating this Request for Qualifications and Quotes (RFQQ) to solicit responses from organizations (vendors) interested in providing a hot site and related services for the Judicial Information System and related computer based resources maintained by the AOC. The AOC is looking for a single vendor to provide these services.

2 CURRENT ENVIRONMENT

The AOC provides support services to state, county, and city courts throughout the state including the Supreme Court (SC), Court of Appeals (COA), Superior Courts, and Courts of Limited Jurisdiction (District and Municipal Courts).

The AOC's Information Systems Division (ISD) is responsible for development and maintenance of computer applications.

The AOC provides automated information systems – the Judicial Information System – to courts at all jurisdictional levels throughout the state. The essential business functions provided through the AOC to the courts are managing cases, obligations records in case files (including financial obligation), and detention of youth. The AOC also provides JIS access to other agencies and the public, web services for the public, the judicial branch and its employees, and network and server services for itself and the appellate courts. The AOC uses a combination of the State of Washington's InterGovernmental Network (IGN), its own wide area network, and dedicated frame relay circuits to provide the JIS and related services to the courts.

Because the JIS is a mission critical system for the courts, AOC has a high standard for availability of its systems: "All components of production systems (servers, networks, and clients) shall be available from 6:00 a.m. until 3:00 a.m., seven days a week. Availability during operational hours shall be 99.9% for all system components." This standard applies to the JIS case management, accounting, juvenile detention, and services and access by criminal justice agencies, other governmental agencies and the public described below. Web based services including the Internet, extranet and intranet and network and server services are expected to be available 24 x 7.

3 RFQQ ADMINISTRATION AND INSTRUCTIONS TO VENDORS

3.1 RFQQ COORDINATOR

Upon release of this RFQQ, all vendor communications concerning this acquisition must be directed to the RFQQ Coordinator listed below. Unauthorized contact regarding the RFQQ with other state employees may result in disqualification. Any oral communications will be

considered unofficial and non-binding on the State. Only written statements issued by the RFQQ Coordinator may be relied on.

Dennis Longnecker
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Olympia, Washington 98504-1170
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3.2 RFQQ SCHEDULE:

RFQQ released	April 18, 2016
Responses due no later than 3 p.m.....	May 17, 2016
Successful vendors announced.....	May 20, 2016
Vendor Debriefing.....	May 23-25, 2016
Protest Period.....	May 26-31, 2016
Contract awarded	June 1, 2016

3.3 RFQQ QUESTIONS

Specific questions concerning the RFQQ should be submitted to the RFQQ Coordinator in writing by fax, email or hand delivery.

Oral responses given to any questions are to be considered preliminary and non-binding. Only written responses to questions will be considered official.

3.4 RESPONSE FORMAT

Vendors must submit their responses electronically in Word or PDF format to the e-mail address indicated above.

3.5 RESPONSE REQUIREMENTS AND CONTENT

Vendors must respond to each question/requirement contained in Exhibit A, Vendor Response. As long as each response is complete, Vendors may submit multiple responses.

3.6 RESPONSE DATE AND LOCATION

The vendor's response, in its entirety, must be received by the RFQQ Coordinator in Olympia, Washington, in accordance with the schedule contained in Subsection 3.2 above. Late responses will not be accepted and will be automatically disqualified from further consideration.

Vendors assume the risk of the method of dispatch chosen. The AOC assumes no responsibility for delays caused by the U.S. Postal Service, state mail delivery systems, or any other party. Postmarking by the due date will not substitute for actual receipt. Late responses will not be accepted, nor will additional time be granted to any vendor. Responses may be delivered by mail, courier, hand-delivery, facsimile transmission or email.

3.7 COSTS OF PREPARING RESPONSES

The AOC will not pay any vendor costs associated with preparing responses, submitted in response to this RFQQ.

3.8 RESPONSES PROPERTY OF THE AOC

All responses, accompanying documentation and other materials submitted in response to this RFQQ shall become the property of the AOC and will not be returned.

3.9 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

All responses received shall remain confidential until the evaluation is completed and the vendor is selected and approved and a contract signed. Thereafter responses shall be deemed public administrative records as defined in Supreme Court General [Rule GR 31.1](#).

Any information contained in the response that is considered by the vendor proprietary and exempt from disclosure under specified provisions of [Rule GR 31.1](#) must be clearly designated by a transmittal letter identifying the portions claimed exempt by page noting the particular basis for each such exemption. Failure to include such a transmittal letter in a response will be deemed a waiver by a vendor of any assertion of exemption from disclosure of any portion of their response. In addition to the transmittal letter, each page claimed to be exempt from disclosure must be clearly identified by the word "confidential" printed in the lower right hand corner of the page. Any claim by a vendor that the entire proposal is exempt from disclosure will not be honored.

If a request is made to view or obtain a copy of a vendor's response, the AOC will comply with applicable public disclosure requirements. If any information in the response is marked as proprietary, such information will not be made available until the affected vendor has been given an opportunity to seek an injunction or restraining order against the requested disclosure.

3.10 RFQQ AMENDMENTS/CANCELLATION/REISSUE/REOPEN

The AOC reserves the right to change the RFQQ Schedule or issue amendments to this RFQQ at any time. The AOC also reserves the right to cancel or reissue the RFQQ.

3.11 MINOR ADMINISTRATIVE IRREGULARITIES

The AOC reserves the right to waive minor administrative irregularities contained in any response.

3.12 INABILITY TO ENTER CONTRACT

The AOC reserves the right to eliminate from further consideration any vendor that the AOC, because of legal or other considerations, is unable to contract with at the time responses are due in accordance with the schedule contained in Subsection 3.2 above.

3.13 NO OBLIGATION TO ENTER A CONTRACT

The release of this RFQQ does not compel the AOC to enter any contract.

The AOC reserves the right to refrain from contracting with any vendor that has responded to this RFQQ whether or not the vendor's response has been evaluated and whether or not the vendor has been determined to be qualified. Exercise of this reserved right does not affect the AOC's right to contract with any other vendor.

The AOC reserves the right to request an interview with any vendor who is a prospective contractor prior to entering a contract with that vendor. If a vendor declines the request for an interview for any reason, the vendor will be eliminated from further consideration.

3.14 MULTIPLE CONTRACTS

The AOC reserves the right to enter contracts with more than one vendor as a result of this RFQQ.

3.15 NON-ENDORSEMENT

The selection of a vendor pursuant to this RFQQ does not constitute an endorsement of the vendor's services. The vendor agrees to make no reference to the AOC in any literature, promotional material, brochures, sales presentations, or the like without the express written consent of the AOC.

3.16 CONTRACT PAYMENT LIMITATIONS

The Washington State Constitution provides that the state of Washington shall make no advanced payment for goods or services. Therefore, the vendor should anticipate payment at the end rather than the beginning of the invoice period in which it submits any services for which a payment is due. Invoices should be submitted no more often than monthly.

4 RFQQ EVALUATION

4.1 AOC EVALUATION TEAM

An AOC Evaluation Team (Team) of at least three (3) persons will evaluate the responses to this RFQQ. The Team will review the vendor information and prices quoted for the required service. The Team may also consider past contract performance and may factor into the evaluation technical specifications that exceed the required specifications.

4.2 RFQQ CLARIFICATION

As part of the evaluation process, at the discretion of the Team, vendors may be asked to clarify specific points in their response. However, under no circumstances will the vendor be allowed to make changes to the response.

4.3 RFQQ SCORING

Responses will be scored as follows:

Items will be scored according to the following scoring criteria.

- The vendor must respond to Exhibit A as requested.
- The vendor must meet the requirements in Exhibit B and submit a statement setting forth how the Exhibit B's service requirements will be met.
- Reference checks will be checked and scored on a pass/fail basis.
- The lowest proposed cost will receive the most points as long as the response requirements in Exhibits A and the service requirements B have been met.

5 POST EVALUATION

5.1 NOTIFICATION OF SELECTION OF APPARENTLY SUCCESSFUL VENDORS

Vendors, whose responses have not been selected for further negotiations or award, will be notified via FAX or email.

5.2 DEBRIEFING OF UNSUCCESSFUL VENDORS

Vendors who submitted responses that were not selected will be given the opportunity for a debriefing conference. A request for a debriefing conference must be received by the RFQQ Coordinator within three (3) business days after the notification to unsuccessful vendors is faxed or e-mailed to vendors. The debriefing must be held within three (3) business days of the request.

Discussion will be limited to critique of the requesting vendor's response. Comparisons between responses or evaluations of other responses will not be allowed. Debriefing conferences may be conducted in person or on the telephone, at the discretion of the RFQQ Coordinator, and will be scheduled for a maximum of one (1) hour.

5.3 PROTEST PROCEDURES

Vendors submitting a protest to this procurement shall follow the procedures described herein. Protests of vendors that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to the vendor under this procurement.

All protests must be in writing and signed by the protesting party or an authorized agent. The protest must state all facts and arguments on which the protesting party is relying. All protests shall be addressed to the RFQQ Coordinator.

Only protests stipulating an issue of fact concerning a matter of bias, discrimination, or a conflict of interest, or non-compliance with procedures described in the procurement document shall be considered. Protests not based on procedural matters will not be considered.

In the event a protest may affect the interest of any other vendor, such vendor(s) will be given an opportunity to submit their views and any relevant information on the protest to the RFQQ Coordinator.

Upon receipt of a protest, a protest review will be held by the AOC to review the procurement process utilized. This is not a review of responses submitted or the evaluation scores received. The review is to insure that procedures described in the procurement document were followed, all requirements were met, and all vendors were treated equally and fairly.

Protests shall not be accepted prior to selection of the apparent successful vendor. Only submitters who attend a debriefing can submit a protest. Protests must be received within five (5) business days from the date of the notification of the apparent successful vendor. The Administrator or assigned delegate will then consider all the information available to her/him and render a written decision within five (5) business days of receipt of the protest, unless additional time is required. If additional time is required, the protesting party will be notified of the delay.

5.4 GENERAL TERMS AND CONDITIONS

The vendor selected will be expected to enter into a contract with AOC which is substantially the same as the contract posted at our procurement site at:

<http://www.courts.wa.gov/procure/vendorinfo/standcontract.doc>

In no event is a vendor to submit its own standard contract terms and conditions as a response to this RFQQ.

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EXHIBIT A -- VENDOR RESPONSE

Please see separate document for contents of Exhibit A – Vendor Response

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EXHIBIT B -- HOT SITE AND DISASTER RECOVERY REQUIREMENTS

B.1 BASIC REQUIREMENT

The AOC is seeking a hot site that will allow it to recover services in the event of a disaster and meet the RTOs. The hot site must meet the requirements of Exhibit B and the equipment and network infrastructure provided by the hot site must meet the configuration requirements specified in Exhibit B and C.

B.2 USE OF HOT SITE AND OPTIONAL REMOTE CUSTOMER SUITE

For all requirements described in this RFQQ and as modified from time to time during the term of the subsequent contract, Disaster Recovery Services must include but not be limited to the use of Hot-Site facilities and remote customer suite, if offered and included in the services provided, in the event of a declared disaster.

B.3 OPERATIONAL SUPPORT

The Vendor must describe any operational support services available to AOC for exercises or declared disasters. This must include, but is not limited to, items such as IPL/Boot support, loading of customer system data, tape mounts and print support, pre-configuring Network Routers/Switches with AOC specific configurations, etc. Vendor must be able to provide operational support in the event AOC is unable to provide staff for recovery of its systems. Vendor proposal must distinguish between services essential to meet the mandatory requirements of this RFQQ and those which are optional. Costs for essential services must be included in the Mandatory Services section of the vendor's pricing proposal.

B.4 HOT SITE EXERCISES (TESTING)

- B.4.1** Disaster Recovery Services must include the use of the hot site facilities and remote customer suite, if offered and included in the services provided, for two (2) exercises each year according to the following scheduling parameters:
- a) Resources for exercises in February through November time frames.
 - b) Exercises must be five (5) to six (6) months apart. AOC will not conduct exercises during the months of December or January; and
 - c) Ninety-six (96) hours (forty-eight (48) consecutive hours each exercise) annually of concurrent exercise time; and

- d) Exercise time must be between 8:00 a.m. Friday and 7:59 a.m. Sunday.
- B.4.2 In addition, to the periodic exercises described in Section B.4.1, the Disaster Recovery Services must include an optional initial exercise as soon as it can be arranged after the contract is executed. The AOC anticipates this exercise will require 48 hours to complete. This is at AOC's discretion if it will occur or not.
- B.4.3 Exercises shall use hardware that has not yet reached end –of-life and current software that meets (or exceeds) the mandatory specifications in Exhibit C of this RFQQ.
- B.4.4 The vendor's proposal must describe its change or cancellation policy relating to an exercise. Describe any lead times required, etc. Any fees must be described in the Financial Proposal.
- B.4.5 Acquisition of additional exercise time: The vendor's proposal must describe the minimum hourly increments that would be acceptable. Any additional fees must be described in the Financial Proposal.
- B.4.6 The vendor's proposal must describe any other methods the Vendor provides for remote customer testing other than the Remote Customer Suite. Explain what equipment and/or software would be provided.
- B.4.7 The Vendor must describe its policy and procedures for scheduling and conducting recovery exercises and must specifically address the following:
 - a) Method for reserving exercise time, including lead time required;
 - b) Procedures and/or tasks used leading up to an exercise, such as conference calls, worksheets, etc., to prepare the Vendor or assist the customer in preparing for the exercise;
 - c) Procedures and/or tasks used after an exercise to identify problems, issues or concerns that affected the customer or the Vendor;
 - d) How the Vendor ensures that all equipment within the contract is installed and available for the exercise and also describe what action will be taken if a piece of contracted equipment becomes unavailable or inoperable prior to and/or during an exercise; and
 - e) How the Vendor would interact with AOC's network communication Vendor, such as willingness to assist in resolving network issues with the communication Vendor.
- B.5 HOT SITE FACILITY

The vendor must provide a list of its facilities which meet the RFQQ requirements, state which facility it proposes for the hot site, and describe that facility.

 - B.5.1 Hot Site Location

The Hot Site must be located in the Continental United States and at least a two hundred (200) mile radius away from Olympia, Washington.
 - B.5.2 Single Facility

All hot site services must be provided in the same facility.

B.5.3 Hot Site Regional Information

Hot Site facility must be located in a place that minimizes risk from fuel or other hazardous material storage, airports, waterways, roadways, railways, and earthquake faults.

B.5.4 Hot Site Risk Assessment

Vendor must describe in detail its risk assessment and mitigation plan for the Hot Site. Vendor must include a copy of the risk assessment in its proposal.

B.5.5 Hot Site Environmental Controls

Hot Site Environmental controls must include:

- a) Air conditioning;
- b) Physical security controls;
- c) Fire detection and suppression equipment;
- d) Water detection system;
- e) Backup power systems (UPS, diesel generators, dual power feeds, etc.)

B.6 HOT SITE TIMING REQUIREMENTS

B.6.1 The vendor must agree to make the hot site available to the AOC within 8 hours after a disaster has been declared.

B.6.2 The vendor must agree to make the hot site available to the AOC for a minimum of 60 days after a disaster has been declared.

B.7 HOT SITE PREEMPTIVE RIGHTS

AOC will not allow another subscriber of the Vendor to have preemptive rights for Hot Site services during a AOC-declared disaster.

B.8 HOT SITE MULTIPLE DISASTERS

Vendor must describe in detail how multiple disasters are handled (i.e., multiple subscribers declaring a disaster and requesting use of the Hot Site facility), and explain how it assigns priorities to multiple customers in the event of a disaster or declared event.

B.9 DISASTER DECLARATION

Vendor must describe in detail any policies and procedures for declaring a disaster and requesting use of the facility, including, but not limited to vendor involvement and support at the time of Disaster Declaration and during recovery efforts.

B.10 HOT SITE POST EVENT DATA CLEANUP

AOC requires that all data be cleared from processor memory and DASD files upon completion of AOC use of Vendor facilities. AOC reserves the right to use its own procedures to clear and delete its data.

Vendor must describe in detail its process for clearing memory and the deleting of DASD files after AOC use of Vendor facilities.

B.11 HOT SITE VENDOR STAFF SECURITY

Vendor must describe in detail its procedures for ensuring security of AOC data, including, but not limited to, background checks, bonding or other means for all personnel that have access both electronically and physically. In the event AOC requests the services of Vendor Recovery Staff, Vendor may be required to provide proof of security clearance for individuals performing such services. Security clearance requirements may include as a minimum, fingerprint and background checks.

B.12 HOT SITE – REQUIRED EQUIPMENT

- a) Telephones: A minimum of five (5) multi-line phones with speaker capability. Phone service between the RCS and the Hot Site. The capability to keep the phone lines open for undetermined amounts of time.
- b) Terminals: 5 PCs that meet AOC's workstation standards. Workstation standards are expected to change from time to time as technological advances occur. The PCs must have screen print capability with an appropriate printer device.
- c) System Printer: A minimum of one (1) system printer that is attached to all of the PCs.
- d) A way of connecting any of the PC's to the Internet.

B.13 ISP SERVICES REQUIREMENTS

The vendor must provide ISP services including the hosting of the Washington Courts website in the event of a disaster.

B.14 CHARGES FOR CONFIGURATION CHANGES

AOC's recovery requirements are expected to change over time due to changing business needs, technology changes, financial needs, etc. Vendor is expected to modify its subscription fees to AOC based upon AOC's actual current recovery requirements as communicated to the vendor from time to time. Vendor must agree to adjust the monthly subscription fee for the changes in AOC's recovery requirements no later than one month following such a change.

For instance, if AOC finds that it no longer has a need for a particular piece of equipment, that modification will be communicated to the Vendor and AOC will expect to see a reduction in its subscription fee equal to the amount the Vendor was charging AOC for that piece of equipment.

B.15 GROWTH

The hot site must keep pace with AOC's continued growth and change. Environment requirements have been growing at a rate of twenty to twenty-five percent (20-25%) annually and additional recovery processing capacity will be needed in the near future. The number of system images may increase. In addition, AOC expects to deploy new technologies, yet unknown, during the performance period of the contract.

The Vendor must describe how this growth will be accommodated. Vendor must include at least the following items:

- a) Describe the policy related to keeping the hardware and system software current with the manufacturer's latest releases;
- b) Describe how customers are notified of any changes in the Vendor environment including but not limited to upgrades, construction, etc. including lead times for implementation; and
- c) Describe the process used when customers request upgraded or new equipment and additional storage space.

B.16 EQUIPMENT MAINTENANCE

The Vendor must have a maintenance program that includes maintaining the proposed systems to Original Equipment Manufacturer (OEM) certification levels. Vendor must make maintenance records available to AOC, upon request, for review. Vendor must make arrangements with its maintenance service provider to have a qualified Customer Engineer available on-site within two (2) hours of a call for assistance.

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EXHIBIT C -- REQUIRED HOT SITE CONFIGURATION

For this section, it is assumed the SunGard Scottsdale, Arizona location will be the location of the Hot Site, if not, the vendor must indicate any changes required for the alternate solution to work (i.e. different network drops, staff requirements, etc.)

C.1 MAINFRAME REQUIREMENTS

The vendor must commit to providing a mainframe which meets the following specifications.

C.1.1 Operating System

The system must run the IBM z/OS 2.2 or most current operating system.

C.1.2 Processors

The production environment consists of two (2) system images. The images have the following processor requirements:

Image	MIPS/MSU's	Storage
JISP	641/80	36 Gig
OAC2	501/62	8 Gig

C.1.3 Storage

The JIS requirement is 5 terabytes. The following lists the storage requirements:

Component	Logical Volumes
3390-3 RAID storage	1103
3390-9 RAID storage	608
3390-27 RAID storage	80

C.1.4 Storage Channel Connectivity

The AOC LPARs utilize FICON Channels to provide shared connectivity to DASD.

C.1.5 Tape Hardware and Connectivity

The JIS utilizes IBM TS1130 Tape drives for backup and restores of mainframe data. The processors listed in Exhibit C.1.2 need to be able to access the tape drives. The AOC can run the tapes in TS1120 format, but strongly desires to migrate to TS1130 format for tape savings and encryption. The following table lists the AOC requirements:

Component	Unit	Quantity
IBM TS 1130	Tape Drives	8

C.1.6 Channel-to-Channel (CTC)

Channel-to-Channel (CTC) connections are required between each of the LPARS and configured in such a way that any-to-any communications can be accomplished.

C.1.7 Onsite Data Replication

(Optional/Future) IBM TS7720 or EMC DataDomain device located at the Hot Site for real-time replication backups from the AOC Data Center.

C.1.8 Onsite Data Replication Internet Connection

(Option/Future) When the AOC implements C.1.7 above, in addition to housing the equipment at the Hot Site location, the AOC will need a 100MBS (with the ability to upgrade) managed internet connection.

C.1.9 Onsite Data Replication First Test

(Optional/Future) When the AOC implements the Data Replication, a test window, outside the scheduled tests, for testing the backup/restore processing will be required. This test window will require online mainframe resources. It can be conducted Monday – Friday 8 a.m. 5 p.m...

C.2 NETWORK REQUIREMENTS

C.2.1 Current WAN Environment

The AOC operates a wide area network which connects the AOC (Olympia), Supreme Court (Olympia), and the three divisions of the Court of Appeals (Seattle, Tacoma, and Spokane). This network connects to the State of Washington operated State Government Network and in turn to the InterGovernmental Network (IGN) and Internet.

C.2.2 Network Requirements

The JIS will use a combination of connectivity to the State of Washington's InterGovernmental Network (IGN), VPNs, and a connection to the AOC's wide-area network to connect users to the hot site.

The hot site must connect with the IGN at one node in eastern Washington. The AOC will provide this circuit.

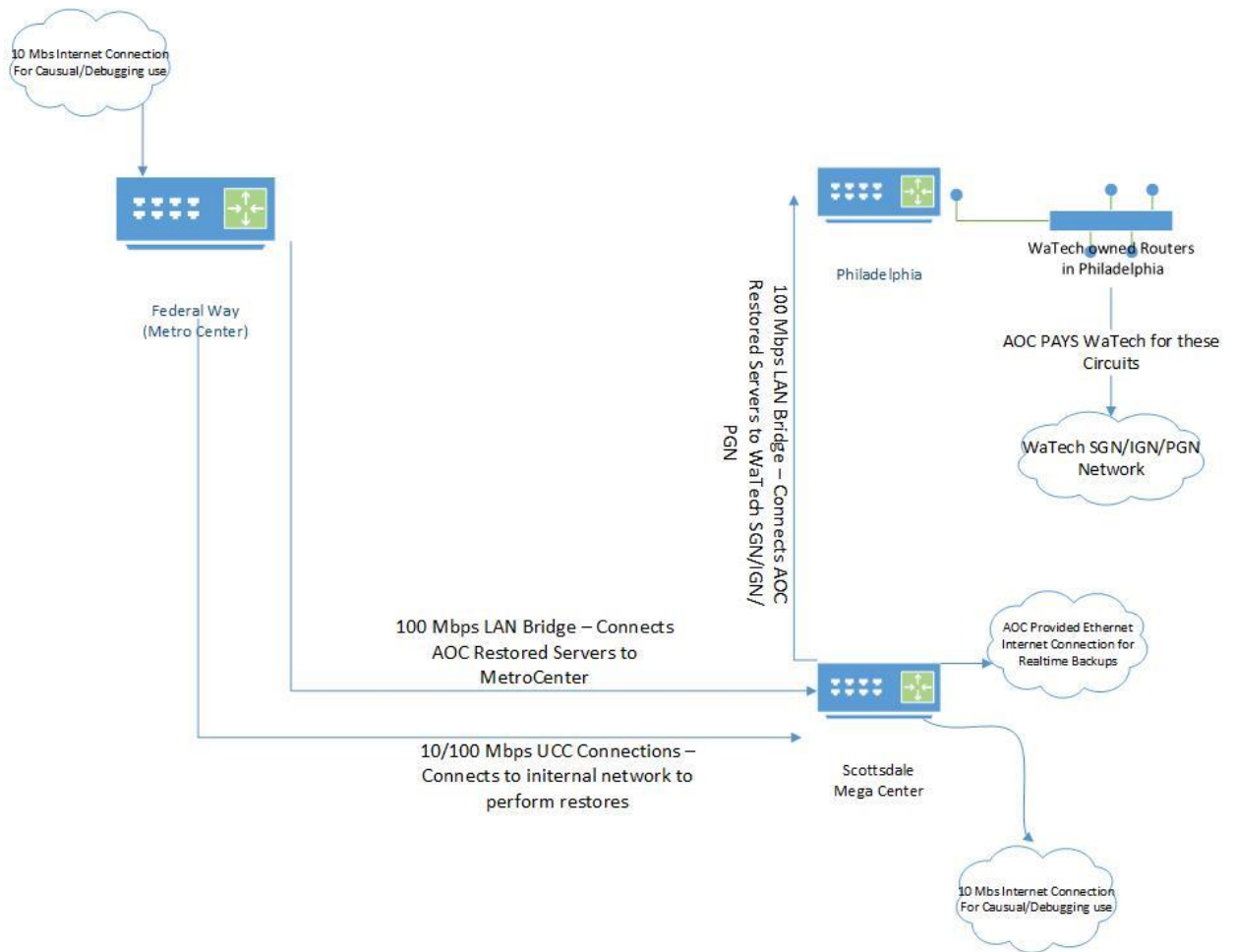
The hot site must connect to the Internet.

C.2.3 Network Component Requirements

Qty	Equipment Description
	TCP/IP Network (S/390):
2	OSA-Express gigabit adapter – OAC2 LPAR
2	OSA-Express gigabit adapter – JISP LPAR
AOC Routed Network	
2	Cisco 2901 (or Cisco 2911, or similar class) Router with IPbase & Security License. Support BGP <ul style="list-style-type: none">8 – 10/100/1000 Ethernet Ports
2	Checkpoint 4600 Appliances IOS Gaia R80 <ul style="list-style-type: none">8 - 10/100/1000 Ethernet PortsFirewall, IPSec VPN, Mobile Access, and IPS Blades
2	F5 Big-IP LTM-2000 (must support more than 2 modules) 8 - 10/100/1000 Ethernet Ports
1	Cisco Catalyst 6509 Switch <ul style="list-style-type: none">32 – MB DRAM1 – Multilayer Switch Module (WS-X6302-MSM)1 – 16 MB Flash48 – 10/100 Ethernet Ports48 – Gigabit Ethernet Port – SX Multimode Fiber (Fabric Enabled)
2	Fixed Registered IP Addresses (on the internet, in the same subnet) for VPN point-to-point access.

C.2.4 Network Connectivity

Currently, the AOC has a network connectivity Point of Presence to the State Government Connection at the SunGard Facility in Philadelphia, PA. The AOC requires a 100MBS (or greater) connection from the Hot Site to the Philadelphia location. The AOC also requires a 100MBS (or greater) connection from the RCS site to the Hot Site for AOC LAN communications. The AOC also requires a 100MBS (or greater) connection from the RCS to the Hot Site for remote console management for building the systems to be restored. This illustration describes the requirement with the understanding that similar service will be provided if assigned to a different Host Site.



C.3 WINDOWS SERVER REQUIREMENTS

C.3.1 Windows Servers

The Windows server environment consists of an Active Directory forest with 1 parent domain and 4 child domains. The equipment specifications below will allow the Administrative Office of the Courts and the Washington State Supreme Court Active Directory Environment to be restored to a functional level.

C.3.2 Active Directory Environment

The Active Directory environment will consist of hardware matching the equipment specification outlined below. The Active Directory environment may consist of stand-alone or blade servers. Virtual environments will not be considered suitable for our production environment.

Quantity	Description
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6	Server Class 1 (low) <ul style="list-style-type: none"> • 2 Intel(R) Xeon(R) CPU E5-2637 v2 (v2 processors w/ 4 core or better) • 64 Gb RAM Memory • CD/DVD Drive (external acceptable) • 10/100/1000 Ethernet Port (2 ports) • 150 GB Internal Disk Storage • USB 2.0 • One server requires 4TB Disk Storage (AOC Note: Servers= DRUTIL, EX10CAHT2, EX10MB1, PRDODYDMS1, BTSDXPROD1, BOPROD1)
4	Server Class 2 (medium) <ul style="list-style-type: none"> • 2 Intel(R) Xeon(R) CPU E5-2680 v2 (v2 processors with 8 core or v3 processors with 8 cores or better) • 128 Gig RAM Memory • CD/DVD Drive (external acceptable) • 10/100/1000 Ethernet Port (4 ports) • 150 GB Internal Disk Storage • HBA Connectivity to External SAN Storage • USB 2.0 (AOC Note: Servers= PRDODYDBR1; PRDODYDB1, INFPROD1, SQLDBN1)
5	Server Class 3 (large) <ul style="list-style-type: none"> • 2 Intel(R) Xeon(R) CPU E5-2680 v2 (10 core or v3 processor o.k. with 8 cores or better) • 288 Gb RAM Memory • CD/DVD Drive (external acceptable) • 10/100/1000 Ethernet Port (4 ports) • 75 GB Internal Disk Storage • HBA Connectivity to External SAN Storage • USB 2.0 (AOC Note: Servers= VHOST1, VHOST5, VHOST12, SQLPROD1)
1	SAN Storage <ul style="list-style-type: none"> • 50 TB

C.4 REMOTE CUSTOMER SUITE (RCS)

C.4.1 REMOTE CUSTOMER SUITE LOCATION

Vendor must provide a Primary Remote Customer Suite (RCS) located within a one hundred fifty (150) mile radius of Olympia, Washington. The Vendor must state its acceptance of this requirement.

C.4.2 REMOTE CUSTOMER SUITE – REQUIRED EQUIPMENT

- a) Telephones: A minimum of twenty-five (25) multi-line phones with speaker capability. Phone service between the RCS and the Hot Site. The capability to keep the phone lines open for undetermined amounts of time.
- b) Terminals: twenty five (25) PCs that meet AOC's workstation standards. Workstation standards are expected to change from time to time as technological advances occur. The PCs must have screen print capability with an appropriate printer device. Workstations must have a currently supported Microsoft and patched Windows Operating system on them.
- c) High-Speed Connectivity: The RCS equipment must be linked by a high-speed method to the Hot Site mainframe and Windows Servers that operates a 100MBS or greater bandwidth.
- d) System Printer: A minimum of one (1) system printer that is attached to all of the PCs.
- e) A way of connecting any of the PC's to the Internet for diagnostic work (non-production).
- f) Fax Machine
- g) Conference Bridge Established between the RCS and Hot Site for staff communications.
- h) Provides a complete and flexible call center for scripted answering, voice recovery, including call recording capability.

C.4.3 REMOTE CUSTOMER SUITE ENVIRONMENT

Vendor must describe in detail the environmental controls in the Remote Customer Suite, including, but not limited to:

- a) Air conditioning;
- b) Environmental monitoring systems;
- c) Physical security controls;
- d) Fire detection and suppression equipment;
- e) Water detection system;
- f) Backup power systems (UPS, diesel generators, dual power feeds, etc.); and

C.4.4 REMOTE CUSTOMER SUITE REGIONAL INFORMATION

Vendor must describe in detail the Remote Customer Suite facility showing fuel or other hazardous material storage, airports, waterways, roadways, railways, and earthquake faults. Vendor must include a map showing detail of at least a ten-mile radius around the proposed site.

C.4.5 REMOTE CUSTOMER SUITE RISK ASSESSMENT

Vendor must describe in detail its risk assessment and mitigation plan for the Remote Customer Suite. Vendor must include a copy of the risk assessment in its proposal.

C.4.6 REMOTE CUSTOMER SUITE SPACE REQUIREMENT

Vendor must provide enough space at the Remote Customer Suite for a minimum of twenty (25) staff in a safe, secure environment, including, but not limited to, desks and workspace, chairs, and one (1) 3' x 6' portable white board.

C.4.7 REMOTE CUSTOMER SUITE – WISHA

The Remote Customer Suite must meet or exceed Washington Industrial Safety and Health Act (WISHA) standards. Vendor must state acceptance of this requirement.

C.4.8 REMOTE CUSTOMER SUITE – BREAK ROOM

It is desirable that the RCS have a break room, including, but not limited to a refrigerator, coffee maker, table, and chairs. Vendor must state whether it will offer this option and describe the room and amenities provided.

C.4.9 REMOTE CUSTOMER SUITE – MEETING ROOM

The RCS must have a meeting room with a minimum capacity of ten (10) people, including a speakerphone and a large white board. Vendor must state acceptance of this requirement.

C.4.10 REMOTE CUSTOMER SUITE – STAFFING

The Vendor must supply a minimum of one (1) qualified Vendor employee to be on shift at all times to provide assistance to AOC. This individual will be the point of contact for the Vendor between the RCS and the Hot Site. Vendor must state acceptance of this requirement.